

DOA Program Specialist (07-04)
Division of Enterprise Operations
Bureau of Enterprise Fleet

Summary

This position performs program management of the State Vanpool Program under the general supervision of the Section Chief (Fleet Manager) of Central Fleet in the Bureau of Enterprise Fleet, Division of Enterprise Operations (DEO).

The position is responsible for managing all aspects of the State Vanpool Program in its entirety including but not limited to the following: Promoting Vanpool, recommending policy for the program, coordinating all aspects of the Vanpool/Rideshare program, direct and overseas the fuel card program, and approve/process invoices for accounts payable for Vanpool.

The position must be able to work independently to resolve problems/complaints by arbitrating disputes arising out of established day-to-day operational rules from vanpool participants including concerns/questions from the general public. Also, this position will develop agency specific policies and procedures related to fleet management.

The position is also responsible for the acquisition, replacement, and disposal of State-owned vehicles as well as registration, titling, recalls, and vehicle specifications. The position also supports the Enterprise Fleet Management Software, Voyager Fuel Card, ARI, or other management information systems.

45% A. Manage Vanpool Assets: Managing all aspects of the State Vanpool Program.

A1. Organize and maintain customer database. Coordinate collection for rider fares, personal mileage usage revenue and salvage value revenue for used vehicles.

A2. Review and record customer fares, security deposits and personal mileage payments update information in database. Perform auditing of all fiscal transactions. Review and analyze monthly vehicle reports. Make weekly check deposits as required.

A3. Process daily postal and inter-departmental mail including opening, distributing, and conducting the necessary action required by each of the correspondences.

A4. Provide backup vehicles and van rescue for disabled vehicles, as well as repair and maintenance and towing, authorizing repairs and auditing repairs through ARI's vehicle maintenance web site.

A5. Review, authorize, input and process invoices, resolve discrepancies if needed. Independently approves and signs off on all direct charge payments to vendors for repairs. Initiates invoices to bill appropriate agencies for sale of vehicles. Initiates and prepares all purchase orders as needed to vendors for repairs.

A6. Review driver records and evaluate performance. Coordinate training for drivers. Arrange for the availability of a 15-passenger van to be used when van training is scheduled at DOT District 1 Office located at the Dane County Airport.

A7. Administer and update as necessary the State's Voyager fuel card program for vanpool vehicles.

A8. Prepare, implement and monitor annual and biennial budgets for the unit. Oversee the program's records and accounts, approve disbursements and maintain budget records. Review and analyze rider fares/rates and recommend adjustments to maintain a responsible, positive vanpool program position.

A9. Review and handle accidents. Report and authorizes approval of repairs including subrogation and suggests vehicles to be salvaged.

20% B. Provide Customer Service: Perform professional and courteous customer service to members of the Vanpool Program and other Fleet users.

B1. Act as primary contact and resource to walk-in, e-mail and telephoning customers. Independently respond to inquiries about the program and resolve any questions or problems they may have.

B2. Maintain effective working relationships with program participants and vendors. Mediate disputes when needed. Develop correspondence memos and letters to customers.

B3. Act as primary to assist State of Wisconsin government entities that do not have a Fleet Manager with vehicle and enterprise fleet management software needs.

B4. Develop promotional materials for vanpooling commuting and mass transit. Responsible for being content manager of the State's vanpool web site. Distribute ridesharing materials and information via displays, meetings, etc. Hold small group meetings to inform and organize potential vanpools.

B5. Develop, implement and coordinate the participation in promotional activities concerning ridesharing with private and other governmental agencies.

B6. Represent the department and state at Vanpool/Ridesharing promotional events and planning sessions.

B7. Assist office staff backing up reservations desk and phones.

20% C. Procure, Sell, and Maintain vehicles used by program and other agencies and campuses.

C1. Develop vehicle specification and bid proposals for vanpool vehicles. Procure vehicles, supplies, maintenance services and other contractual services for vanpool operations and produces a list of vehicles to be auctioned or sold to the section chief for approval.

C2. Monitors assignment and transfer of vehicles.

C3. Initiates a surplus declaration form on disposal of wrecked vehicles and those sold to other agencies. Independently coordinates disposal of wrecked vehicles.

C4. In charge of documentation and filing of vehicle titles to include Incoming Titles, Outgoing Titles, and Surplus Sale documentation.

C5. Enter PO information into Enterprise Fleet Management software upon receipt/confirmation from vendor.

C6. Run quarterly reports in Enterprise Fleet Management software to ensure equipment information is complete.

C7. Collect and maintain interagency vehicle sale documentation.

C8. Verify PO information against approved vehicle requests and email purchase order to vendor while assisting Procurement personnel.

10% D. Policy and Information Resource.

D1. Explain laws, rules and departmental policies to state employees, other governmental agencies and the general public. Serve as informational resource for the State Vanpool Program.

D2. Make recommendations concerning major policy decisions, administrative rules and legislation regarding ridesharing matters. Implement policy and procedures concerning the state Vanpool program.

D3. Create and issue reports regarding all aspects of the program including financial status, customer status, compliance to regulations and projected activities.

D4. Serve as the state's representative to the Association for Commuter Transportation and the Dane County Intergovernmental Ridesharing Coordinating Committee.

D5. Maintain and update Central Fleet and Vanpool websites.

5% E. Other duties as assigned

Knowledge, Skills, and Abilities:

1. Excellent oral and written communications skills.
2. Knowledge of Enterprise Fleet Management software or the ability to learn new computer software applications.
3. Highly organized with good time management skills, and ability to multi-task and prioritize various issues and projects.
4. Experience working with a high degree of sensitivity and confidentiality.
5. Ability to establish and maintain good working relationships with agency staff, department leadership, legislative representatives, and the public.
6. Ability to respond to contacts in a professional, prompt, and accurate manner.
7. Ability to exercise independent judgment.
8. Knowledge of modern office practices.

9. Knowledge and experience with computer systems and programs including Microsoft Outlook, Word, PowerPoint, Excel, and report creation.
10. Administrative skills including professional phone etiquette, proofreading, editing skills.
11. Understanding and working knowledge of fleet management policies and practices.
12. Expertise in fleet management policies and practices desired.
13. Knowledge of fleet methods/practices.